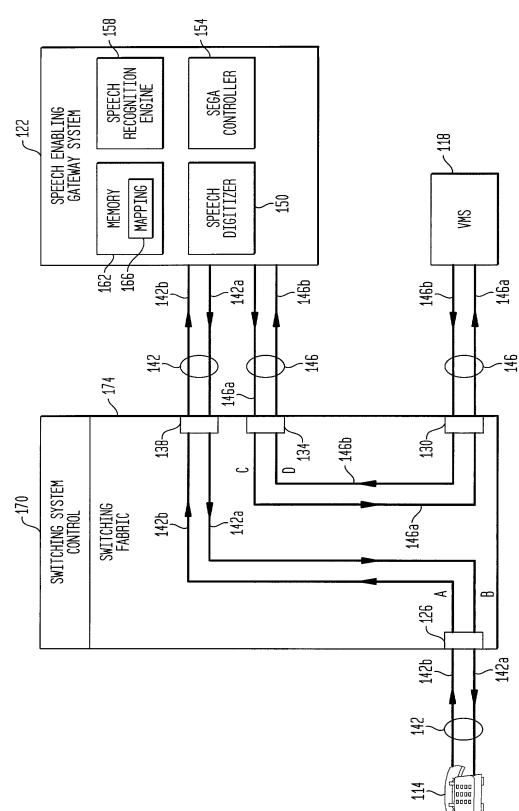
SWITCHING SYSTEM 110

irst Inventor: Mike Krack Attorney: Douglas W. Swartz iled: July 27, 2001 Application Serial No. 09/917,576 itle: "METHOD OF PROVIDING SPEECH RECOGNITION FOR IVR AND VOICE MAIL SYSTEMS" tty. Docket No.: 4366-37 Avaya Ref. No. 401002-A-01-US elephone No.: (303) 863-9700

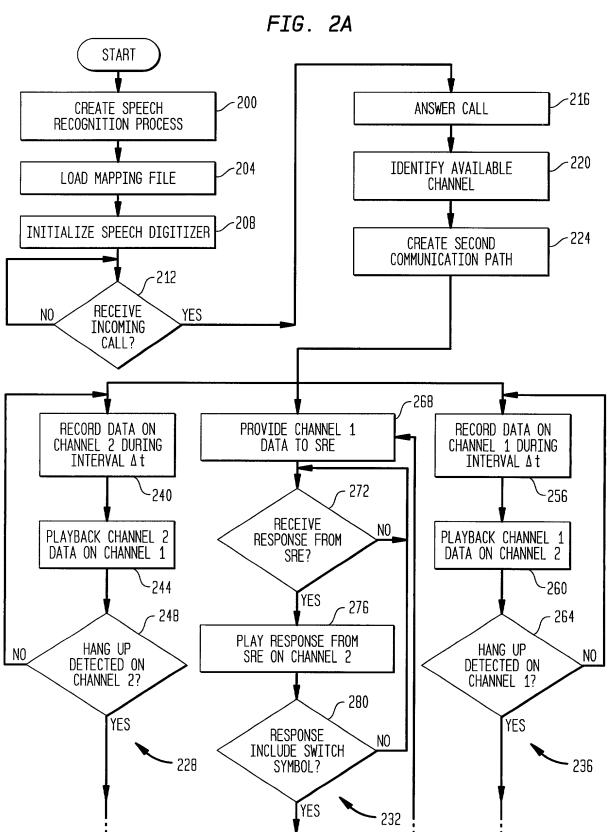
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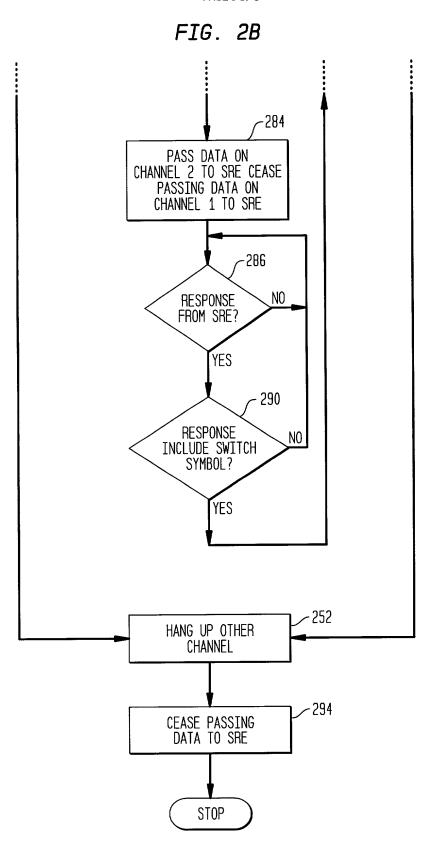
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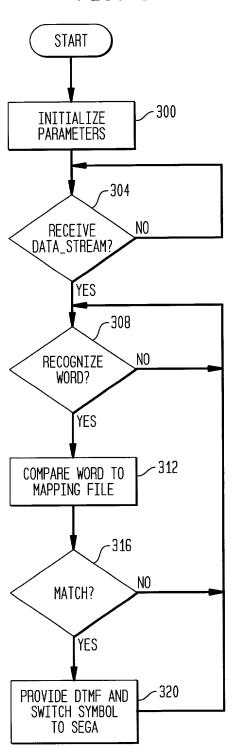
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FIG. 3



irst Inventor: Mike Krack
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FIG. 4

	400 /	404 /	408 /	412
A	PLAY REVIEW LISTEN TO	NEW	MESSAGES	11
B\	PLAY REVIEW LISTEN TO	SAVED	MESSAGES	12
C	DELETE ERASE	MESSAGE		337
D	SAVE	MESSAGE		339
E	NEXT SKIP	MESSAGE		#
F\	REPEAT REPLAY	MESSAGE		334
G~	ENVELOPE	INFORMATION		335
H	FORWARD	MESSAGE		336
I	RECORD	а	REPLY	338
7	RECORD	a	NEW MESSAGE	2
K~		OPTIONS		0
L~		MARK IT	URGENT	2
M~_			CONFIRMATION	3
N~		MARK IT	PRIVATE	1
0~		SEND	MESSAGE	#
P_	MAIN MENU			33#
0~	CANCEL FINSHED			*
R_	POUND			#
S	STAR			*
I	GOODBYE HANG-UP EXIT			***
U~	ANY-4-DIGIT NUMBER- i.e. MAILBOX OR EXT.			4 DIGIT NUMBER